

Docket No.:  
47524/P155US/10613143  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Letters Patent of:  
Carl Schoeneberger et al.

Patent No.: 7,382,773

Issued: June 3, 2008

For: CONTACT CENTER WITH NORMALIZED  
MULTIPLE PROTOCOL ARCHITECTURE

**REQUEST FOR CERTIFICATE OF CORRECTION  
PURSUANT TO 37 CFR 1.323**

Attention: Certificate of Correction Branch  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Upon reviewing the above-identified patent, Patentee noted typographical errors which should be corrected.

On the cover page:

On the cover page, located in the inventor's name (left hand column), delete "Kevin McPartian" and replace with --Kevin McPartlan--.

On the cover page, located in the References Cited under U.S. Patent Documents, (right hand column, page 2), delete the following reference "2004/0054743 A1 3/2004 McPartian et al." and replace with --2004/0054743 A1 3/2004 McPartlan et al.--.

In the Claims:

In Claim 43, line number 55, delete the text "i a rectangle" and replace with --is a rectangle--.

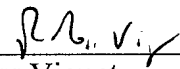
In Claim 63, line number 47, delete the text "and"

These errors do not constitute new matter nor require further examination. Therefore, transmitted herewith is a proposed Certificate of Correction effecting such amendment. Patentee respectfully solicits the granting of the requested Certificate of Correction.

Pursuant to 37 C.F.R. § 1.20(a), the fee of \$100.00 will be covered by a credit card payment for providing a Certificate of Correction for Applicant's mistake. Furthermore, the Director is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Deposit Account No. 06-2380, under Order No. 47524/P155US/10613143 from which the undersigned is authorized to draw.

Dated: June 30, 2008

Respectfully submitted,

By   
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**UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION**

Page 1 of 1

PATENT NO. : 7,382,773  
APPLICATION NO. : 10/632,615  
ISSUE DATE : June 3, 2008  
INVENTOR(S) : Carl Schoeneberger et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the cover page:

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In Claim 63, line number 47, delete the text "and"

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MAILING ADDRESS OF SENDER (Please do not use customer number below):

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